



Position Description

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| TITLE: | Director of Golf Operations |
| REPORTS TO: | Chief Executive Officer |
| PERFORMANCE PROFILE SOURCE: | Management Professional |
| DEPARTMENT: | Administration |
| STATUS: | (x) Exempt () Non-Exempt |
| SALARY RANGE: | \$75,000-\$90,000. |

PRIMARY FUNCTION:

In accordance with the elements of competence established for HSJGA|First Tee of Hawaii the Director of Golf Operations is responsible to oversee Multi-unit Golf operations and programs. Including: First Tee, Tournament play and Ala Wai oversight. This position should be conformable with instructional time with youth if there is a staffing concern. This position is primarily Monday – Friday but will have supervision needs over the weekend at times and will need to navigate their schedule in accordance with special events, teaching schedules or other needs. Additional responsibilities include grant reporting and budget management, outcome measures, program growth, development and implementation; staff development; supervision of assigned staff; facilities; vehicles/transportation.

Key Roles

Leadership

- Provide effective and inspiring leadership and direction to ensure the successful operation and delivery of programs within the organization and community. Determine metrics that motivate staff that leads to 75% retention rate of participants.
- Ensure that all program activities operate consistently and ethically within the organization’s mission, principles, and values.
- Ensure programs, services and activities have clear goals and outcomes quarterly.
- Ensure effective data collection, management, and analysis. Grants must be met with measured outcomes; this is the responsibility of this position when working with staff.
- Ensure consistent approaches to member behavior management, child safety, and security practices across multiple sites.
- Be the leader in rules interpretation and rules educator for parents, youth, partners.
- Through understanding of Tournament play and how to make it efficient.

Academic Development

- Foster a culture of academic excellence as it relates to golf learning centers.
- Develop and design plan for growth with HSJGA|First Tee.
- Seek and implement innovative initiatives into the after school golf program.
- Collaborate and implement academic planning and policies.

- Supervise and evaluate Program Director, Golf Site Directors and Academic Specialists in gathering and analyzing data on student achievement.
- Design and implement a wide range of instructional activities, materials, programs, services and strategies to support after school programs.
- Conduct site visits to assist with academics and set-up, providing written feedback of both strengths and areas of need.

Strategic Planning

- As needed, gather and present data and materials that inform the strategic planning process.
- Ensure and oversee the identification and evaluation of opportunities for improvement and advancement, and ensure implementation of related plans.
- Maintain effective working relationships with the Board of Directors, providing support and assistance as needed.
- Utilize tools, ie, surveys, 3rd party evaluators to determine program quality.

Organizational Development

- Be able to identify new golf courses, and partners to expand our program areas, min. of 2 locations per quarter All islands will have a minimum of 3 first tee classes per week per island by Q4 2022.
- Establish systems to help provide risk assessments from instructors, facilities, and equipment.
- Collaborate with all islands to determine the best method to expand the tournament schedule and increase participation, standardize the program, create operating systems and manuals with a minimum number of participants to operate from.
- Understand programs should break even, hence the need to find corporate sponsorship falls under this position. Minimum of 100k a year. This will be shared responsibility with your program staff.
- This position will have oversight of First Tee Program Director, Driving Range Golf Manager and Tournament Director.
- Work in collaboration with the CEO to carry out the vision of the board and the organizations.

Resource Management

- Assist in coordination of agency annual operational budget development.
- Monitor and report variances in revenues and expenditures.
- Manage performance of assigned staff in achieving goals, providing technical assistance in program design, development, community relations and program operations.
- Assist with the planning and implementation of staff development and training.
- Ensure the organization meets government, legal and licensing requirements.
- Support annual resource development plan that includes funding from a variety of sources through a variety of fundraising techniques.

Program and Partnership Development

- Develop collaborative partnerships with other youth serving organizations, members, parents, families and community organizations.
- Support Board Committees, as assigned.
- Ensure the development of community, agency, and government partnerships that advance the agency's mission, goals, and objectives.

Marketing and Public Relations

- Ensure the visibility of HSJGA | First Tee programs, services and activities and maintain good public relations.
- Support your team in social media and follow all media related guidelines as it relates to the safety and privacy of our youth.

Additional Responsibilities

- Assist the administration by overseeing program operations at each location; ensure the completion of required reports; and preparation of any required interagency reports.
- Collaborate with the Chief Development Officer to aid in development activities as needed.
- Work with the Finance/Human Resources Director to manage programs and systems including recruitment, employee relations, compensation and benefits, training and development.

SKILLS/KNOWLEDGE REQUIRED:

- Bachelor's Degree from an accredited college or university
- A minimum of seven – ten years of experience in managing programs or operations in a non-profit or local education agency, with a minimum of three years in a senior-leadership capacity; or an equivalent combination of experience.
- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners and partnering with the CEO and board of directors.
- Demonstrated ability to organize, direct, plan and coordinate operations.
- Leadership skills, including negotiation, problem solving, decision making and delegation.
- Strong communication skills both oral and written.
- Ability to establish and maintain effective working relationships with the Board of Directors, staff, community groups and other related agencies.
- Basic knowledge of asset management including financial resources and property.

DISCLAIMER:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor is it to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications and objectives required of employees assigned to this job.

